

What Persona does with information about you



Persona keeps information about people we support.



We keep information about you to:

- make sure our services are safe and professional
- give you the best support we can



We keep information like:

- your name, address, date of birth, emergency contact
- how you pay for your support
- how we support you
- details about your health
- your likes and dislikes



Persona may use your information to:

- choose the support you need
- find out what works and what doesn't work for your support
- keep you safe and healthy
- help you find a job



We might keep or share information about you because:

- we have an agreement to support you
- it is the law
- we have to share your information with other organisations like the **CQC**
- we want to make our support better

CQC is the Care Quality Commission who make sure our services are safe.



The law says we must keep your information safe and secure.

To do this we have a **privacy notice**.



Information

Our **privacy notice** says:

- why Persona keeps information about people
- what Persona does with peoples information
- your rights about how your information is used



We must follow the law when we:

- get
- share
- store

your information



We will keep your information private and safe. The only people who can see your information are:

- people with permission
- people who have the right to see it by law



People who have the right to see your information by law include:

- your GP, pharmacy or social worker
- your local council
- the CQC
- the police or government security services



We will only keep your information for as long as we need it. This will be different amounts of time and will depend on:

- how long the law says
- how long other organisation rules say
- why we needed the information when we asked for it



When we don't need your information any more we will **delete** it.

Delete means take information off our computer and shred paper information.



We have a **data retention policy**.

The **data retention policy** says how long we will keep your information.

Ask a member of staff if you want to see the data retention policy.



The information we keep about you belongs to you.

We will make sure your information is kept private and is used properly.



You have rights about your information.

You can make a **subject access request (SAR)**.

A **subject access request** means:



You can ask to see the information we keep about you.



You can ask us to change your information if there is something that is:

- missing
- wrong



You can ask us to delete your information if you think we don't need it.

We won't be able to delete your information if the law says we still need it.



You can ask us to stop some of the ways we use your information.



You can **withdraw consent** for us to use your information.

Withdraw consent means you take away your permission for us to do something.



You can tell us if:

- you have any questions
- you are not happy about how we use your information



You make a subject access request yourself or ask someone who supports you to help:

- write to us
- fill in our easy read form called **about my information**

If you want to fill in our easy read privacy form you can:

- ask a member of staff for the form
- get the form on our website here:

<https://www.personasupport.org/privacy-policy/>



You can:

- write to us
- send your form

by email to info@personasupport.org



You can:

- write to us
- post your form

to:

Persona Care and Support
Grundy Centre
Wellington Road
Bury
BL9 9AH



If we cant do what you ask we will tell you why.



If you are unhappy you can talk to to the Information Commision (IC).

Go to their website to find out how to talk to the IC:

<https://ico.org.uk/for-the-public/>